

PRIVATE SECURITY TRAINING NEWSLETTER

TO: <<NAME>>

FROM: Kim Buckner, Private Security Training Manager

RE: Weekly news for January 27, 2006

First, a sincere "thank you" for your enthusiasm and support for this new communication tool! I look forward to our working together. This week I wanted to focus on some changes regarding electronic access for your schools.

OPERATIONAL / POLICY UPDATE: SESSION NOTIFICATIONS

As you know, Osprey is an efficient, immediate and cost-saving method of entering rosters into the DCJS Private Security database. What you may not have known is that everyone has the ability to enter sessions regardless of whether or not you are enrolled for electronic roster submittal.

Effective February 28, 2006, DCJS will no longer accept paper session notifications except for approved emergency notices. All schools will be required to input sessions directly into Osprey. **There is no fee to use this system for session notifications!** Between February 1, 2006 and February 28, 2006, you may only submit paper session notifications for classes scheduled to start before February 28, 2006.

School Directors only need their school PIN number and their personal DCJS ID ("99") number to use Osprey for session notifications. For detailed instructions on how to use Osprey, visit the following page on our website:

<http://www.dcjs.virginia.gov/pss/online/osprey.cfm>

If you need assistance as you begin to use this system, please contact the Training Unit during business hours.

For those wishing to take advantage of not only the free session notification component of Osprey, but also this cost-saving roster submittal tool, that fee is only \$500.00 for a 24-month subscription. Roster submittal is unlimited once you have subscribed. Let's look at the cost breakdown:

Individual roster submittal through mail:	\$30.00 per roster
If you hold 50 sessions over a two-year period:	\$1,500.00
Osprey roster submittal for the same two-year period:	\$ 500.00

There are some schools submitting dozens of roster per year manually and paying thousands of dollars. Imagine all of the new business machines or classroom materials you could purchase by just switching to electronic roster submittal! Here is a link to the application form if you would like to add this valuable tool to your arsenal.

http://www.dcjs.virginia.gov/forms/privatesecurity/pss_sr.pdf

TIPS FOR MANAGING YOUR SCHOOL / HOUSEKEEPING

A student enrollment form is a helpful tool for tracking students, and ensuring that your customers have paid for the services they are purchasing. Next week I will attach a sample enrollment form. For those who accept “payment at the door”, please remember that you are required to report completed training for any student who successfully completes their training session. If you allow them into class and they complete training and pass their test, you must report that training regardless of the status of their payment. Recovering costs of unpaid services is a civil matter between you and your client. If you have had difficulty receiving payments in the past, you may wish to consider only accepting pre-paid students in class.

STUDENT QUESTIONS / YOUR EXPERTISE

Please send in your FAQs from students! If there are topics or specific concerns that are raised from time to time, we may be able to provide material that will assist you when communicating with your students.

UPCOMING EVENTS

Interested in becoming a Firearms Instructor? An entry-level training class is scheduled for March 6 – 10, 2006 in Norfolk. Please check our website for details or to enroll. Spaces are limited so sign-up today!

<http://www.dcjs.virginia.gov/pss/training/dcjs/dates.cfm>

DCJS Contact Information

PSS Customer Service:	804-786-4700
Status Hotline:	877-9STATUS
Training Unit Main Line:	804-786-1399
Training Unit Main E-Mail:	PSSTraining@dcjs.virginia.gov
PSS Facsimile:	804-786-6344

Please do not send a reply to this e-mail. For assistance, refer to the contact information above or on our website!